

Change Order # 4

Support for Additional Duration of Project

PROJECT DETAILS	
Project Name:	Washoe County, PP – AA (WASH3AAAUP)
Project Manager(s):	Lori Piccinini (Washoe County) and Peri Halliwell (Accela)
CHANGE DETAILS	
Change Order Number	CO # 4
Change Order Title	Support for Additional Duration of Project
Change Requestor	Lori Piccinini (Washoe County) and Peri Halliwell (Accela)
Change Request Date	November 24, 2015
Change Urgency	Immediate
Change Category	Project Duration

CHANGE DESCRIPTION	
This change is to support the planned new planned go-live date of 8/22/2016 and will include the following resources.	
Project Executive	The Project Executive oversees the project's progress/direction and works with the Project Manager to ensure efficiency, consistency and quality in delivery of Accela implementations. The Project Executive actively participates in a project director/executive role. The Project Executive will meet with Agency Executives monthly or upon request throughout the duration of the project.
Project Manager	<p>The Accela Project Manager is responsible for the overall project management and works directly with the client throughout all aspects of Accela implementations: from the initial scoping, planning, staffing to delivery. The Project Manager undertakes the project administration tasks including:</p> <ul style="list-style-type: none"> • Project plan management • Change order management • Issue log management and escalation • Status reporting • Project workspace management • Resources management • Work plan management • Meetings management • Project review with Project Executive
Senior Implementation Consultant	<p>The Senior Implementation Consultant assigned to the project will have major experience in the business process as well as the product functionality and is responsible for:</p> <ul style="list-style-type: none"> • Business analysis activities: Mapping the client's business processes and requirements to the functionality of Accela's products and the creation of solution design • Leading system configuration activities • Providing training/mentoring to agency staff • Recommend industry best practices to agency to enhance business processes • Guide agency on how best to configure the system based on past experiences and software expertise

Change Order # 4

Support for Additional Duration of Project

Implementation Consultant	<p>Implementation Consultant resources support the project and typically focus on the following tasks.</p> <ul style="list-style-type: none"> • The configuration of the system to match the System Configuration document • Build activities within the project, such as conversion data mapping, creation of reports and interface specification
Technical Consultant	<p>Accela Technical Consultants are involved in all areas that require knowledge server-side considerations and Accela add-on products such as:</p> <ul style="list-style-type: none"> • Application installation and setup (Accela Automation, Accela GIS, Accela Wireless, and Accela Citizen Access) • Report definition and creation • Event Manager Script definition and programming • Database Conversions and data mapping assistance • Interface specifications and development
Training Consultant	<p>Training Consultants are responsible for Accela Training classes with assistance from Implementation consultants, depending on the nature of the specific project.</p>

CHANGE DRIVER(S)

Level of effort for Accela and the Agencies extends the planned go-live date through 8/22/2016.

CHANGE BENEFIT(S)

Provides consistency to the project with ongoing project management and existing resources through the remainder of the project.

CHANGE ORDER COSTS

Adjusted cost of \$148,000 includes ongoing support through to production. Go-Live is scheduled for 8/22/2016, with follow up support and the transition to the Accela Customer Resource Center, for a total of eight additional months. A 10% holdback of the change order cost will be retained and invoiced at go-live.

Numbers shown in parenthesis reflect Statement of Work (SOW) deliverables from the attached document. Agencies expectation with this change order is that SOW deliverables will be completed according to the approved Project Plan within the time frames noted on the chart below.

Progress Payments are agreed to as follows, beginning January 2016 and due at the end of each month.

Payment #	Amount	Description
1	\$16,650	Progress Payment 1 (January) (5) To Be Analysis Document(s), (6) Accela Solution Foundation, (19) Report Specifications, (20) Report Development
2	\$16,650	Progress Payment 2 (February) (7) Historical Data Conversion Analysis Washoe, (15) APO Interface, (16) Admin Enforcement Interface, (21) Accela GIS Configuration, (27) Administrative Training, (25) User Experience
3	\$16,650	Progress Payment 3 (March) (10,14) Historical Data Conversion Development – Sparks Permits & Licensing, (17) State Business Portal, (12) Historical Data Conversion Development - Reno licensing, (18) BPVA (Scripting) All, (22) ACA Configuration

Change Order # 4

Support for Additional Duration of Project

4	\$16,650	Progress Payment 4 (April) (24) EDR Configuration (23) IVR Consulting
5	\$16,650	Progress Payment 5 (May) (26) Move Reno to the Cloud (4/29/16)
6	\$16,650	Progress Payment 6 (June) (10) Historical Data Conversion Washoe,
7	\$16,650	Progress Payment 7 (July) (28) Train the Trainer
8	\$16,650	Progress Payment 8 (August) (30) UAT (8/12/16)
	\$14,800	10% Holdback (Existing Contract) (31) Production Support (9/21/16) (32) Post go live Support and Transition to CRC (9/21/16)
	\$148,000	Total

CHANGE IMPACT DETAILS

Project Impact to Quality, Cost, Schedule, Resources or Other:

This change order will positively impact the project by providing continuity with work done to date and allows the current Accela resources to remain available for the duration of the project.

PAYMENT SCHEDULE

Accela will perform the Services on a monthly payment basis, as provided in this change order, and based on:

- The nature and scope of the Services and associated Deliverables as outlined in the attached Statement of Work Deliverables;
- Accela's expected staffing requirements as outlined under change description;
- the approved project plan; and,
- Accela's and Agency's roles and responsibilities and the other assumptions set forth in the Statement of Work.

Monthly progress is monitored through and determined by the approved project plan dated January 11, 2016 and assumes all agencies are going live on August 22, 2016.

Should Accela fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, the Agency may opt to withhold monthly payment until such a time as Accela has caught up on progress, providing that predecessor tasks assigned to the Agency are not responsible for the delay.

Should the Agency fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, Accela and the Agency will assess the impact to the project end date and determine if an additional change order is required, providing that predecessor tasks assigned to Accela are not responsible for the delay.

Accela's total price to perform the Services and provide the Deliverables described in this change order is \$148,000.00 ("Fixed-Fee"). The Fixed-Fee price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in the SOW (to include SOW deliverables as attached to this change order) and this change order. Invoices will be sent on the monthly anniversary of the contract signing and due at the end of each progress month.

Change Order # 4
Support for Additional Duration of Project

Change Order # 4
Support for Additional Duration of Project

APPROVAL DETAILS

Contributors: *Peri Halliwell and Lori Piccinini*

Disposition:

☐ Approved ☐ Rejected ☐ Closed ☐ Other

Comments:

Submitted By

Name: Peri Halliwell

Signature:

Date:

Approved By

Name: Lori Piccinini

Signature:

Date:

Important Notes:

1. Any documentation to support this change should be attached to this document.
2. This form should be forwarded to the Agency Project Manager for Processing and Management Approval